



## USB 7100

### Dual Line PC Internet Phone

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## Important!

### Before using this telephone, you must:

- Install and charge batteries .....See page 7
- Install software .....See page 9
- Read important safety instructions .....See page 32

### System requirements:

- PC with Windows® 2000 or XP
- 400 MHz processor
- 128 MB RAM
- 15 MB free disk space on your hard drive
- Working CD-ROM drive
- Available USB port
- Internet connection (at least 33.6 Kbps)

**Note:** Cable or DSL connection is highly recommended. Some telephone features are not supported if you share a single line for standard telephone calls and a dial-up connection.

### Add new handsets to make your phone more versatile

Your telephone can accommodate up to 4 cordless handsets, using a single phone jack. You can add new handsets (sold separately) at any time (see page 25).



## USB 7100

### Dual Line PC Internet Phone



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#### Check for free upgrades

After installing software, please check for free upgrades that can maximize the performance your new telephone (see page 10).

## Quick reference guide

### Handset



### Feature menu

> shows highlighted item



Menu

#### Feature Menu

- 1 TONES .....See page 15
- 2 HANDSET NAME .....See page 15
- 3 AUTO ANSWER .....See page 16
- 4 LANGUAGE .....See page 16
- 5 REGISTRATION .....See page 16
- 6 TIME & DATE .....See page 16
- 7 NET STATUS .....See page 17
- \* KEY LOCK .....See page 17

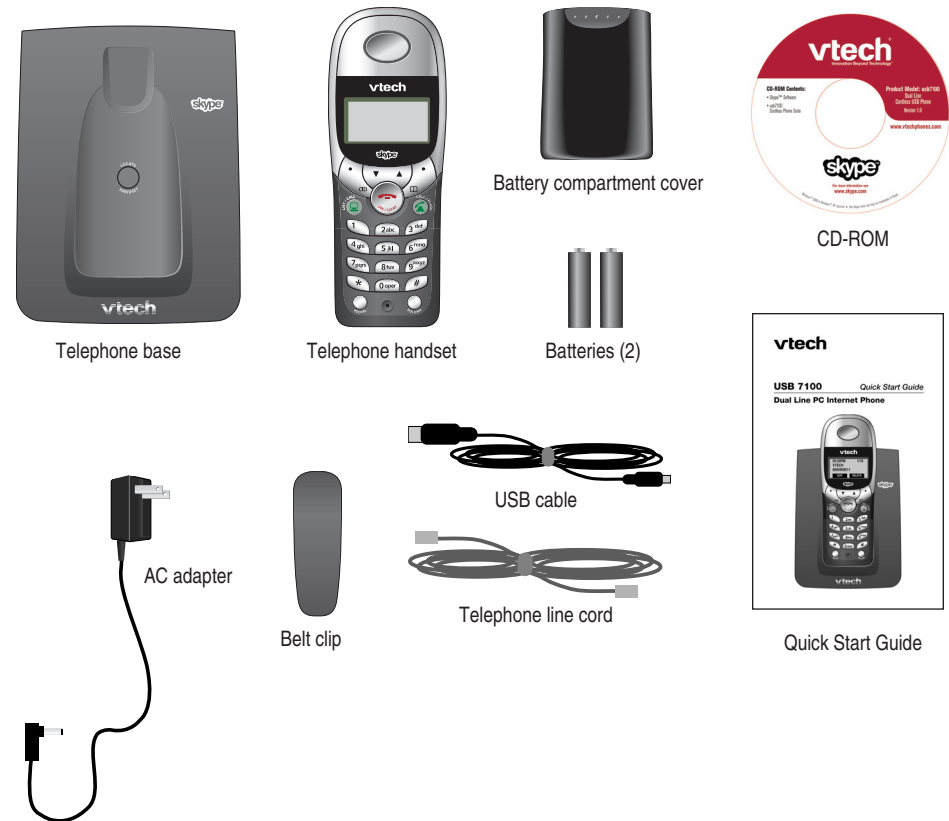
Press **▼** or **▲** to scroll through menu items.

Select **OK** to choose or modify a highlighted item.

Press the **OFF** button to cancel an operation, back up to the previous menu, or exit the menu display.

## Parts checklist

Remember to save your sales receipt and original packaging in case you ever need to ship your telephone for warranty service. Check to make sure the telephone package includes the following:



## Before you begin

### Internet calling

To make and receive Internet calls, you must install software provided on the enclosed CD-ROM (see page 9). You may also be required to establish a Skype Out account to make Internet calls to standard telephones. There may be fees for this service. For more information, please visit [www.skype.com](http://www.skype.com).

### Telephone operating range

This cordless telephone operates with the maximum power allowed by the Federal Communications Commission (FCC). Even so, this handset and base can communicate over only a certain distance — which can vary with the locations of the base and handset, the weather, and the construction of your home or office.

**If you receive a call while you are out of range**, the handset might not ring — or if it does ring, the call might not connect when you press **CALL**. Move closer to the base, then press **CALL** to answer the call.

**If you move out of range during a phone conversation**, you might hear noise or interference. To improve reception, move closer to the base.

**If you move out of range without pressing OFF**, your phone will be left “off the hook.” To hang up properly, walk back toward the telephone base, periodically pressing **OFF** until the call is disconnected.

### About Caller Identification

Caller ID with Call Waiting features let you see who’s calling before you answer the phone, even when you’re on another call. (This feature works only with standard calls, not Internet calls, and requires services provided by your local telephone company.)

Contact your telephone service provider if:

- You have both Caller ID and Call Waiting, but as separate services (you may need combined service)
- You have only Caller ID service, or only Call Waiting service
- You don’t subscribe to any Caller ID or Call Waiting services.

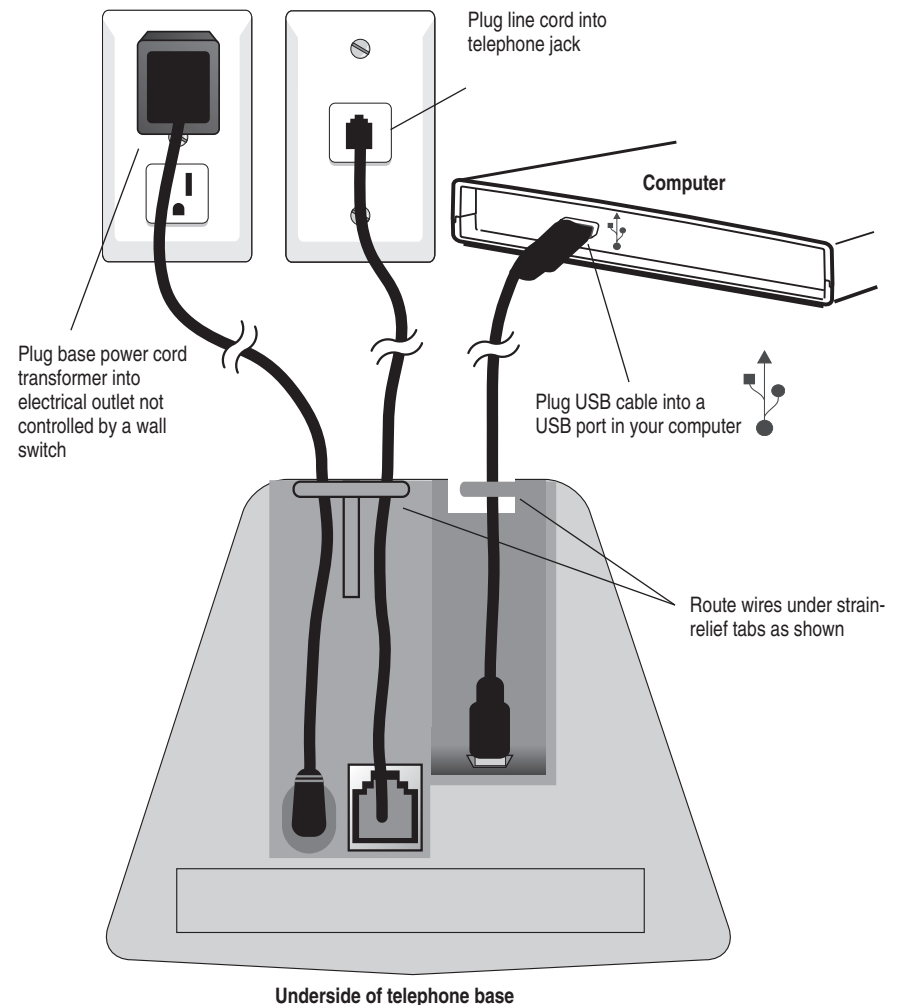
You can use this phone with regular Caller ID service, and you can use its other features without subscribing to either Caller ID or combined Caller ID with Call Waiting service. There may be fees for these services, and they may not be available in all areas.

Caller ID features will work only if both you and the caller are in areas offering Caller ID service, and if both telephone companies use compatible equipment.

See Caller ID Operation, beginning on page 22, for more details about how these features work.

## Telephone base installation

Install the base as shown below. Choose a location away from electronic equipment, such as television sets or microwave ovens. Avoid excessive heat, cold, dust or moisture.

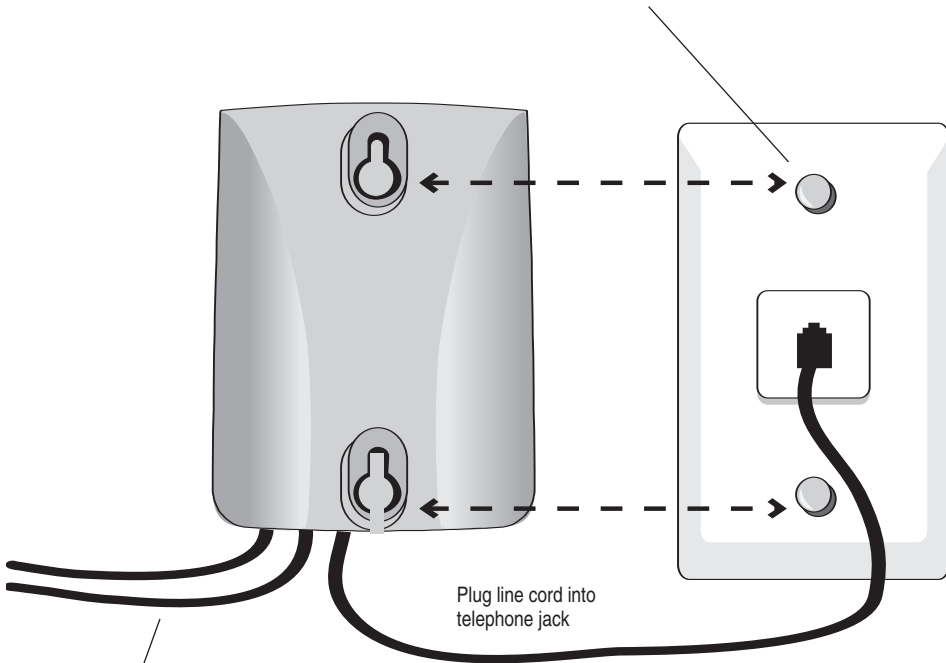


**i NOTE:** Use only the power cord supplied with this product. If you need a replacement, call 1-800-595-9511.

## Wall mounting

The telephone base can be installed on any standard wall-phone outlet as shown below. Choose a location away from electronic equipment, such as television sets or microwave ovens. Avoid excessive heat, cold, dust or moisture.

Connect cords as shown on page 5, then press and slide down firmly so base is held securely on outlet mounting pegs



Connect AC adapter and USB cable as shown on page 5

## Battery installation & charging

After installation, place the handset in the base and allow to charge for 15 hours before use. You can keep batteries charged by placing the handset in the base after each use. When batteries are fully depleted, a full recharge takes 15 hours.

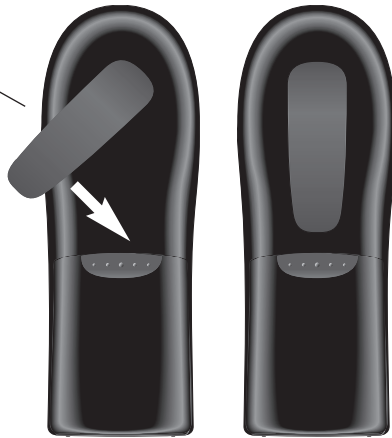


## Belt clip & optional headset

Install belt clip as shown below if desired.

For hands-free telephone conversations, you can use any industry standard 2.5 mm headset (purchased separately).

Insert belt clip tabs into notches on back of handset, then rotate to snap in place.



Plug 2.5 mm headset (purchased separately) into jack on side of handset, beneath small rubber cap.



## Software installation & use

To make and receive Internet calls, you must install onto your computer Vtech™ and Skype™ software provided on the CD-ROM included with your telephone.

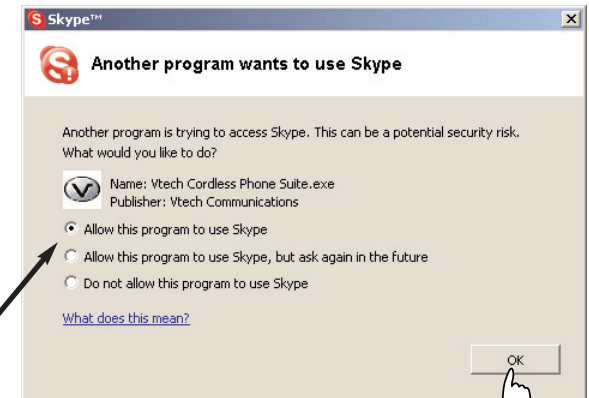
Insert CD-ROM and wait for opening screen to be displayed.



Click to begin, then follow the instructions on screen to complete Phone Suite installation.



**NOTE:** At the pop-up screen after software installation, click "Allow this program to use Skype," then click OK.



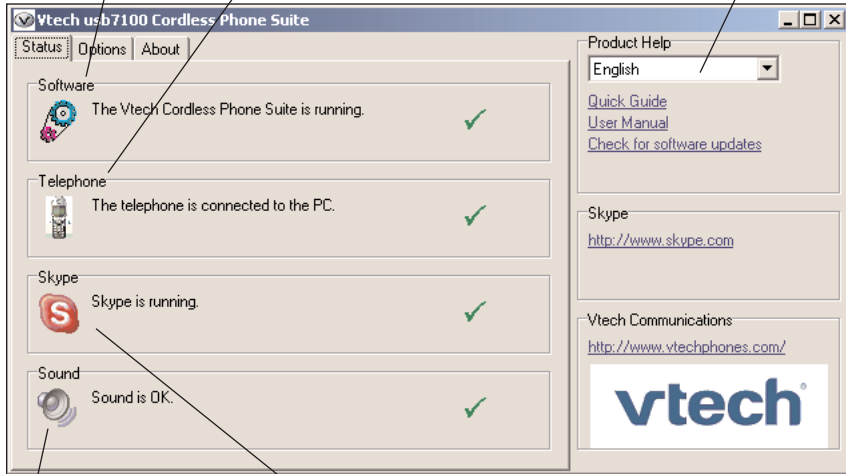
## Software installation & use

### Status screen

Shows whether the software is running properly.

Shows whether the USB cable to the PC is connected and running properly.

Help & support (see below)



Shows whether the audio connection to the PC is running properly.

Shows whether the Skype™ software is running (must be installed and configured to allow access by the Phone Suite software).

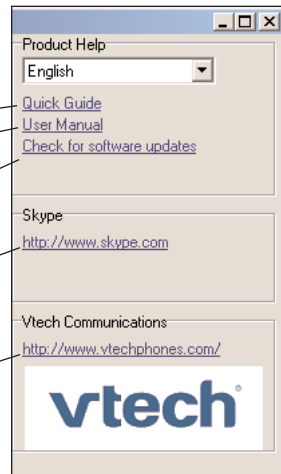
Click to open Quick Start Guide

Click to open User Manual

Click to check for software upgrades \*\*

Click to visit the Skype™ web site

Click to visit the Vtech® web site for product support



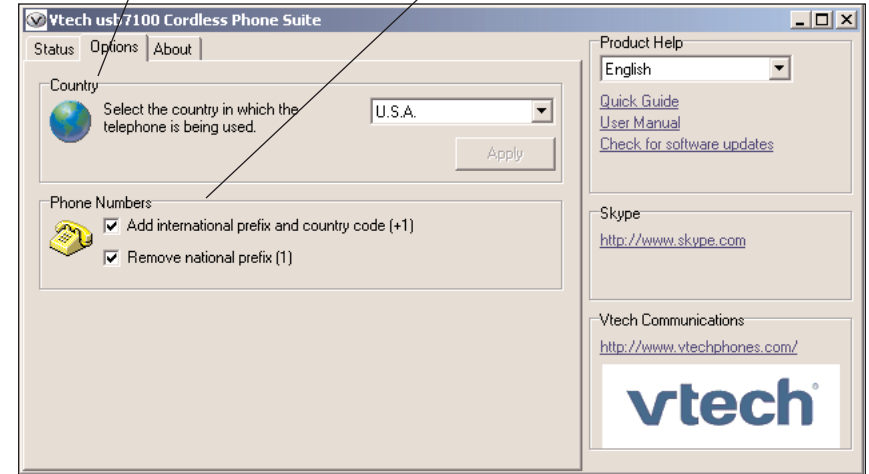
**\*\* NOTE:** Make sure telephone batteries are fully charged before checking for software upgrades.

## Software installation & use

### Options screen

Select the country code to be prefixed when making a SkypeOut call.

Dialing options (do not change unless directed to do so by a Vtech Customer Care representative).

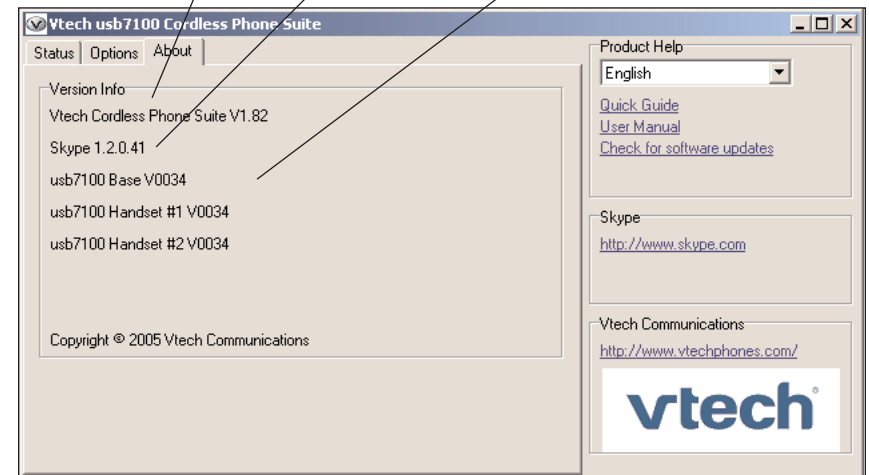


### About screen

Phone Suite software version

Skype™ software version

Telephone firmware version



**NOTE:** The telephone will be reprogrammed automatically if the firmware does not match the Phone Suite software version. Keep the handset in the telephone base until programming is completed.

## Basic operation

### Making and answering calls

To answer a call, press the flashing **CALL** button. If Auto Answer is activated, the call will be answered when you lift the handset from the base (see page 16).

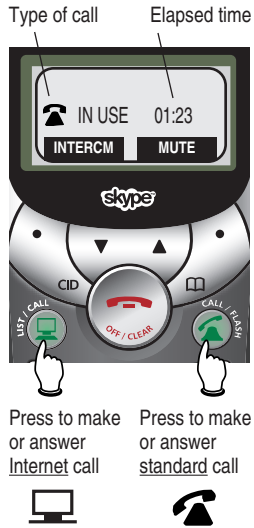
To make calls:

- To call a Skype™ user, press **LIST/CALL** to see a list of available online contacts. Press **▼** or **▲** to highlight a name, then press **LIST/CALL** to dial. (To narrow the list, select **SKYPE** to see only a list of Skype contacts, or **SKYPEOUT** to see only a list of SkypeOut contacts).
- To make a SkypeOut call to a standard phone, enter (“pre-dial”) the number, then press **LIST/CALL** to dial. The phone will add a “+” necessary to make a SkypeOut call. (After a few calls to the same number, you may be prompted to add the number to your contact list.)
- To make a standard telephone call, press **CALL/FLASH**, then dial a number (or pre-dial the number first, then press **CALL/FLASH** to dial).
- While pre-dialing, press **CLEAR** to erase digits one by one, or **press and hold CLEAR** to delete all and begin again.
- To hang up after your call, press **OFF** (or return the handset to the base).

### Last number redial

Press **REDIAL** to display the most recently called number. You can use the **▼** **▲** buttons to view the 10 most recently called numbers.

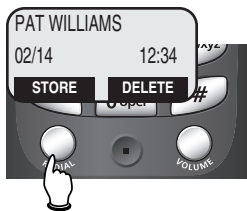
- Press either **CALL** button to redial any number.
- Select **STORE** to add the displayed number to your phonebook (see page 17 to edit).
- Select **DELETE** to delete the displayed number from the redial memory.



**Note:** To make or receive Internet calls, you must establish a Skype™ account (see page 9), and your computer must be on and connected to the Internet.

**Note:** You cannot use this telephone to start a Skype™ conference call.

**Note:** Calls will be placed on hold if you press the Phonebook, Redial or CID buttons. Press the flashing **CALL** button to resume your call.



#### Status symbols for Internet calls

- ✓ Online/SkypeMe
- ? Away/Status Unknown
- X Not Available/Do Not Disturb/Invisible/Offline

## Options while on calls

### Volume controls

**Listening volume:** Press **VOLUME** repeatedly to adjust volume. You'll hear 3 beeps at maximum volume; the next button press returns to minimum volume.

**Ringing volume (temporary):** While the phone is ringing, press **VOLUME** to adjust ringer volume, or press **OFF** to silence the ringer. (See page 15 to change this setting permanently.)

### Mute

Select **MUTE** to silence the microphone during a call. Your caller will not be able to hear you until you select **MUTE** again and resume speaking.

### Call waiting (standard calls only)

If you have Call Waiting service, you'll hear a beep if someone calls while you are already on a call. Press **FLASH** to put your current call on hold and take the new call. You can press **FLASH** at any time to switch back and forth between standard calls.

### Switching between Internet & standard calls

During a call you can press the non-active **CALL** button to put your existing call on hold and make or answer a call on the other line. Press the non-active **CALL** button to switch back and forth between calls.

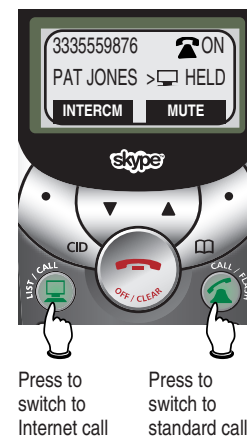
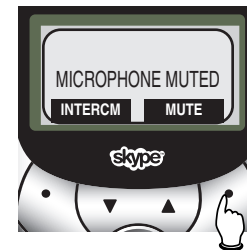
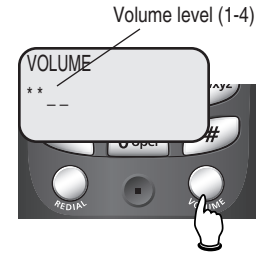
Select **OFF** to terminate the active call. This will automatically switch you to the call on the other line.

### Intercom page during a call

If you receive an intercom page during a call, you can ignore it, or press **INTERCM** to take the intercom call and put your outside call on hold. Press the flashing **CALL** button to resume your external call.

### Using other functions during a call

Your call is automatically put on hold if you use the Phonebook, Call Log or Redial functions. Press the flashing **CALL** button to resume your call.





## Intercom and call transfers

Some features described on this page are available only if you have purchased and registered optional expansion handsets (see page 25).

### Paging and intercom calls

The intercom allows you to communicate with expansion handsets without using an outside line.

Select **INTERCM** to see a list of active handsets. Press the **▼ ▲** buttons to highlight the set you want (or choose **CALL ALL** to page all handsets). Select **OK** to page the highlighted handset(s).

To answer a page, select **INTERCM**. Press **OFF** to end the call. If you receive an outside call while using the intercom, press the flashing **CALL** button to answer the outside call (this will end your intercom call).

### Call forward and call transfer

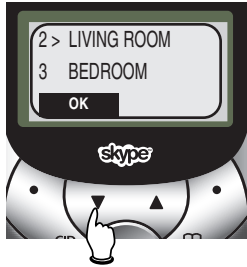
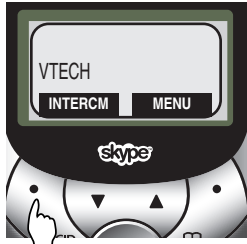
During a conversation you can select **INTERCM** (this places your call on hold) to page another handset and send the call to it.

**Call Forward (standard calls only):** Press **OFF** before your intercom page is answered. If the paged handset is not answered in about 30 seconds, the external call will be returned to your handset. If you do not press **CALL** to answer within 30 seconds, the external call will be terminated.

**Call Transfer (standard or Internet calls):** After your page is answered you can speak to the person at the remote handset. Either person can press **OFF** to release the external call to the other person. If no one answers the paged handset, press the flashing **CALL** button to retrieve the call.

### Handset locator

If you misplace a handset, press **LOCATE HANDSET** at the base. All registered handsets will ring for 60 seconds to help you locate them. To stop the ringing, press **OFF** at the handset, or press **LOCATE HANDSET** at the base.



**Shortcut:**

Press Intercom, enter number of handset (or \* to select all), then press OK to page.

**Note:**

Intercom and call transfer features cannot be used when both Internet and standard telephone lines are in use.



## Handset settings

At the feature menu you can change settings to customize how your handset works.

Select **MENU**, then use the **▼ ▲** buttons to scroll to the feature you want to change. As you scroll, the top menu item is always highlighted with a > character. Select **OK** to choose the highlighted item, then use the **▼ ▲** buttons to scroll to the next feature you want to change.

Press **OFF** at any time to cancel an operation, go back to the previous menu, or exit the menu display. (The menu will time out after 30 seconds of inactivity.)

### 1 Tones

**1 Ring level:** Press **▼ ▲** repeatedly to hear sample volume levels, then select **OK** to save the current level. If you turn the ringer off, the warning message "Ringer Off" will be displayed when the phone is idle.

**2 Ring pattern:** Select type of call (1-Net or 2-Standard), select **OK**, then press **▼ ▲** repeatedly to hear sample ring patterns. You can choose a different ring pattern for each type of call. Select **OK**, to save the current ring pattern.

**3 Key beep:** The handset is factory programmed to beep at each keypress. Select **OK** to toggle key beeps on or off (a checkmark appears when on). Press **OFF** to save & exit.

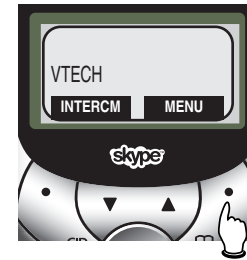
**4 Contact alert:** This tone alerts you when someone on your Internet contact list is online. Select **OK** to toggle this alert on or off (a checkmark appears when on). Press **OFF** to save & exit.

### 2 Handset name

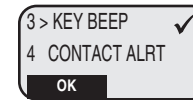
At this menu you can customize the name that appears on the handset screen when the phone is idle. If you have multiple handsets, the name will also appear in their intercom call lists.

See page 19 to learn how to enter letters. If you make a mistake, press **CLEAR** to erase letters. Select **OK** to save the name and exit.

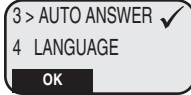
Press MENU to begin



Highlighted menu item



## Handset settings



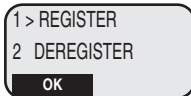
### 3 Auto answer

When on, incoming calls will be answered automatically when you lift the handset from the base. Select **OK** to toggle Auto Answer on or off (a checkmark appears when on). Press **OFF** to save & exit.



### 4 Language

At this menu you can select the language used in all menus and screen displays. Use the **▼ ▲** buttons to highlight English, Spanish or French, then select **OK** to save your preference.



### 5 Registration

Use this feature to add a new handset, de-register or re-register your original handset if necessary. (You may need to do this if the handset displays “Search Base” after it has been in the base for more than 60 seconds.)

Use the **▼ ▲** buttons to highlight Register or Deregister, then select **OK**. See page 23 for further information.

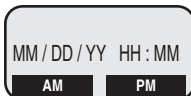


### 6 Time & date

You can choose to set the time and date manually, or have it updated automatically to match your PC time and date settings (if the USB cable is connected to an operating computer).

Use the **▼ ▲** buttons to highlight Automatic or Manual, then select **OK** to save your preference.

If you select Manual, you will be prompted to enter the date and time (see directions at left).



For manual entry, use the dial pad to enter month, day, year, hour and minute, then select AM or PM.

## Handset settings

### 7 Net status

At this menu you can log on, log off, or change how you are identified to the network of other Skype™ users when you are online.

Use the **▼ ▲** buttons to highlight one of the status options listed below, then select **OK** to save your preference.

**1 Offline:** You cannot make or receive Skype™ calls.

**2 Online:** You are logged in and available for calls.

**3 Skype Me:** Temporarily disables your privacy settings so you can be contacted by anyone on the global Skype™ network.

**4 Away:** Your status is changed to Away when you are logged in, but have not used your computer for a short while (5 minutes by default; can be changed in Skype™ Options).

**5 Not available:** Your status is changed to Not Available when you are logged in, but have not used your computer for a longer time (20 minutes by default; can be changed in Skype™ Options).

**6 Do not disturb:** You can activate this status if you are busy and do not want to receive incoming calls.

**7 Invisible:** You can activate this status if you want to make but not receive Internet calls. Other users will see you listed as “Offline.”

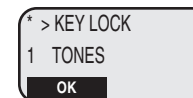
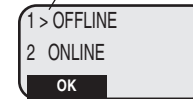
**Note:** Visit [www.skype.com](http://www.skype.com) for more information on using and configuring these options.

### \* Key lock

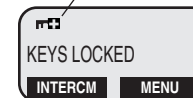
This feature locks your telephone dial pad to prevent accidental button-presses. Select **OK** to lock the dial pad. To unlock, select **MENU**, then quickly press **☛**.

If you attempt to use the dial pad while it is locked, the directions for unlocking the dial pad will be displayed on screen.

> shows current net status when you first enter the menu (before scrolling)



Appears when dial pad is locked





160 entries shared by all handsets

# Phonebook

## Shared phonebook directory

The phonebook directory is stored in the base, and is shared by all handsets. Changes made at any handset will be reflected in all handsets.

If you have multiple handsets, only one person at a time can use the phonebook. If a person using another handset attempts to use the phonebook, an error tone will be heard.

The phonebook can store up to 160 entries. Each entry can contain a number up to 24 digits, and a name up to 16 letters long. A convenient search feature can help you find and dial numbers quickly (see page 20).

## Internet and standard calls

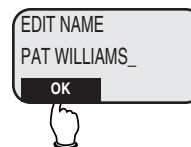
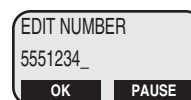
You can use SkypeOut or your standard telephone line to call numbers entered in your phonebook. Just make sure each number is entered as it will be dialed (that is, include the area code and "1" prefix if required). The telephone will insert a "+" prefix to the number if you use SkypeOut to call a standard phone number.

**Note:** To make Internet calls to standard telephone numbers, you must establish a Skype Out account (see page 4). For information on placing SkypeOut calls to international numbers, see page 27.

## Timeouts and error messages

If you pause for too long while making an entry, the procedure will time out and you will have to begin again.

If all memory locations are in use, an error message will be displayed. You will not be able to store a new number until you delete an existing one.



## New phonebook entries

### To create a new phonebook entry

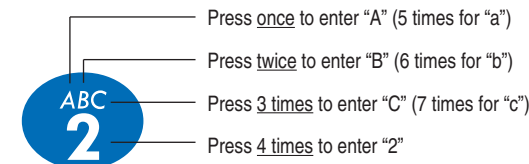
Press the **PHONEBOOK** button, then select **NEW** to add a new entry. Use the dial pad to enter up to 24 digits, then select **OK**. (Numbers must be entered as they will be dialed, including the area code and "1" prefix if required.)

See page 12 to add a number from your redial list. See page 23 to add a number from your call log.

- Press **CLEAR** to erase numbers if you make a mistake (or press and hold to erase all numbers).
- Select **PAUSE** to enter a 3-second dialing pause.

### To enter a name

Press dial pad buttons once for the first letter, twice for the second, three times for the third. Continue for lower-case letters or numerals. (See page 31 for full character set.)



The cursor moves to the right when you press another dial pad button or the **▲** button. Press the **▼** button to move the cursor to the left.

- Press **1** to enter a space. Press repeatedly to enter an ampersand (&), apostrophe ('), comma (,), period (.) or the digit "1".
- Press **CLEAR** to erase letters if you make a mistake.
- Press and hold **CLEAR** to erase all letters.

### Storing the entry

Select **OK** to store your new phonebook entry. To change it later, see page 20.

## Phonebook search

Press the **PHONEBOOK** button, then select **REVIEW** to display the first entry in the phonebook. You can then press **▼** or **▲** to browse through the phonebook (see below to search by name). Press **OFF** at any time to exit the directory.

### To browse through the directory

To browse, press **▼** or **▲** to scroll through all entries one by one. Entries will be displayed alphabetically by the first letter in the name.

Only the last 15 characters of an entry can be displayed. To view longer names or numbers, select **EDIT**, then press **▼** to move the cursor to the left.

### To search by name

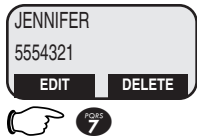
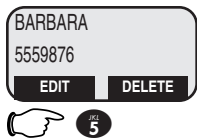
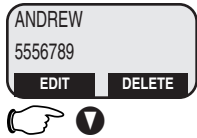
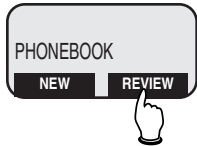
When any entry is displayed, you can press a dial pad button to display the first name beginning with a letter associated with that button.

Press dial pad buttons once for the first letter, twice for the second, three times for the third, as shown on the previous page.

For example, press **5 (jkl)** once to find Jennifer, twice to find Kevin, or three times to find Linda.

### To call a displayed number

When you find the entry you want, press **CALL** to dial. Or select **EDIT** (before dialing) to modify the entry (see next page).



## To dial, edit or delete entries

See page 20 to find and display an entry you want to dial, edit or delete.

### To dial a number

When any phonebook entry is displayed, press **CALL/FLASH** to dial the displayed number. If the number is not in the correct format, press **#** repeatedly until you see the correct format (you can choose to dial with or without the area code or "1" prefix).

If you have established a Skype Out account, you can press **LIST/CALL** to make an Internet call to the number (a "+" prefix will be added to the number).

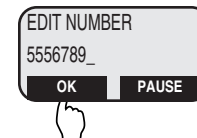
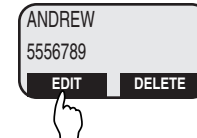
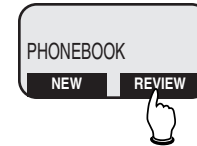
### To delete an entry

When any phonebook entry is displayed, select **DELETE** to delete the displayed entry from the phonebook. Once deleted, an entry cannot be recovered.

### To edit an entry

When any phonebook entry is displayed, select **EDIT** to modify the entry. (See page 17 for help in editing the name or number.)

Change the number as needed, then select **OK**. Change the name as needed, then select **OK** to save the entry. The modified entry will be displayed for your review.

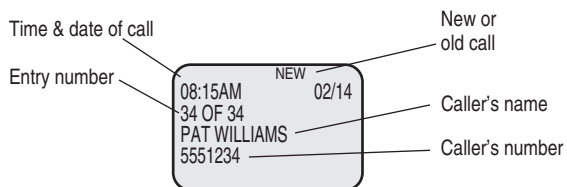




# Caller ID Logs

## How Caller ID works

If you subscribe to Caller ID service provided by your local phone company, information about each caller will be displayed after the first or second ring.



Calls received by all handsets are stored in a shared call log that can store 50 entries. You can review the log to find out who has called, return the call without dialing, or copy the caller's name and number into your phonebook.

After the call log is full, the oldest entry is deleted to make room for new entries.

If you answer a call before the information appears on the screen, it will not be saved in your call log.

## About names

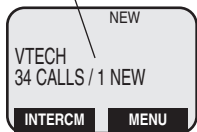
Names of callers will be displayed only if this information is provided by your local telephone company.

If the telephone number of the person calling matches a number in your phonebook, the name that appears on screen will match the name as you entered it into your phonebook.

(Example: If "Christine Smith" calls, her name will appear as "Chris" if this is how you entered it into your phonebook.)

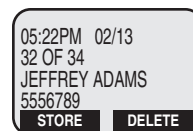
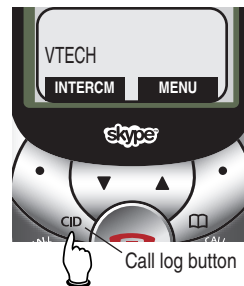
If someone in your Internet contact list is currently online, a checkmark will be displayed after the name in your call log.

Screen shows number of calls after a new call is received



### Status symbols for Internet calls

- ✓ Online/SkypeMe
- ? Away/Status Unknown
- X Not Available/Do Not Disturb/Invisible/Offline



## Caller ID Logs

# To review your call log

## To review your call log

Press **CID** to review your call log. The most recent call is displayed first. Use the arrow buttons to scroll through the list as shown at left.

## To return a call

When any call log entry is displayed, press **CALL/FLASH** to dial the displayed number, or press **#** repeatedly to see alternate dialing formats (you can choose to dial with or without the area code or "1" prefix).

If you have established a Skype Out account, you can press **LIST/CALL** to make an Internet call to the number (a "+" prefix will be added to the number).

## Other options







- Select **DELETE** to delete the displayed entry from your call log.
- Press and hold **DELETE** to delete all entries from your call log. When asked to confirm, select **YES** to clear your call log of all entries, or **NO** to exit and leave all call log entries intact.
- Select **STORE** to copy this entry into your phonebook. If you want to change the name or number before storing it in your phonebook, press **#** repeatedly to choose the correct dialing format, or select **EDIT** to change the name. If the name or number are not provided, you will be prompted to enter them. Select **OK** to store the new entry in your phonebook.

**Note:** Only call records received on your standard telephone line can be copied into the phonebook. You cannot copy numbers received on your Internet line.




## Screen icons and indicator lights

### Handset screen icons



-  Telephone line
-  Internet line
-  Intercom
-  Low battery (place handset in base or charger to recharge)
-  Dial pad locked (to unlock, select **MENU** then press )
- MUTE** Microphone is muted (select **MUTE** to resume conversation)
- NEW** New calls (press **CID** to review call log)

#### Status symbols for Internet calls

-  Online/SkypeMe
-  Away/Status Unknown
-  Not Available/Do Not Disturb/Invisible/Offline

### Indicator lights



#### INTERNET LINE

On when Internet line is in use.  
Flashes slowly when call is on hold.  
Flashes quickly when line is ringing.



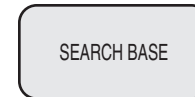
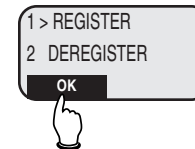
#### TELEPHONE LINE

On when telephone line is in use.  
Flashes slowly when call is on hold.  
Flashes quickly when line is ringing.

## Adding new handsets



Press MENU to begin



Your telephone can accommodate up to 4 cordless handsets. You can add new handsets (sold separately) at any time.

Before using a new handset, you must first install and charge the batteries for 15 hours (see page 7).

After the batteries are fully charged, place the handset in the **telephone base** (not the charger that came with your new handset).

In about 60 seconds the handset should beep, and prompt you to enter a name for the new handset (see page 17 for help in entering names). We strongly recommend that you give each handset a distinctive name, to simplify paging and intercom use.

### Problems?

If the screen still displays NOT REGISTERED after 60 seconds, follow the steps below to register the handset.

- 1 Select **MENU**.
- 2 Highlight "Register," then select **OK**.
- 3 Press and hold the **LOCATE HANDSET** button on the base for at least 5 seconds.
- 4 Enter a name for the handset when prompted, then select **OK** to save the new handset name.

If the above procedure does not work, see page 26 for further suggestions.

## In case of difficulty

If you have difficulty with your phone, please try the suggestions below. For customer service, please visit our Web site at [www.vtechphones.com](http://www.vtechphones.com), or call 1-800-595-9511 (USA) or 1-800-267-7377 (Canada).

### Problems making or receiving calls

- Make sure batteries are installed and charged correctly (see page 7).
- Make sure the AC adapter is firmly plugged into an outlet not controlled by a wall switch.
- Make sure the telephone line cord and USB cable are properly connected (see page 5).
- If these suggestions do not work, unplug the base, remove and re-insert the batteries, then follow the steps on page 25 to re-register the handset.

### Problems with Internet line

- Make sure the USB cable is plugged firmly into the telephone base and a working USB port in your computer (see page 5).
- Make sure your PC is powered on, and not in a standby or hibernating state. If the USB cable is plugged into a router or hub, try connecting it directly to the PC.
- Make sure your computer meets the minimum requirements and all software has been properly installed (see page 9). You must establish a Skype™ account before using the Internet line.
- Launch your browser and check to see if you can connect to the Internet. You must establish an Internet connection to make calls.
- Activate your Vtech Cordless Phone Suite software, click on the Status tab, and make sure all four boxes are checked. Unchecked boxes may help you identify the source of the problem.
- Check your Net Status to make sure you are online with the Skype™ network (see page 17).
- Unplug the base, remove and re-insert the batteries, then follow the steps on page 25 to re-register the handset.
- Make sure batteries are installed and charged correctly (see page 7).
- Make sure the AC adapter is firmly plugged into an outlet not controlled by a wall switch.
- If these suggestions do not work, visit [www.skype.com/help](http://www.skype.com/help) to check for other solutions. Or call VTech Customer Service at the numbers listed above.

 **NOTE:** The term “base” above refers to the telephone base, not the charger provided with expansion handsets.

## In case of difficulty

### Handset displays “No VoIP Clients Running”

- Launch your Skype™ software and follow the steps below:
- Click **Tools > Options > Privacy Menu > Related Tasks**.
  - Click **Manage other programs’ access to Skype**.
  - Select **Vtech**, then click the **Change** button.
  - Click **Allow this program to access Skype**, then click **OK**.

### No audio on Internet calls

- Launch your Skype™ software and follow the steps below:
- Click **Tools > Options > Sound Devices Menu**.
  - Set “Audio In” to **Cordless USB Phone**.
  - Set “Audio Out” to **Cordless USB Phone**.
  - Set “Ringing” to **Cordless USB Phone**, then click **OK**.

### Problems using SkypeOut

- You may enter numbers at the computer or the handset. To use the handset, choose one of the methods listed below:
- Enter “00” + “Country code” + “National prefix (if needed)” + (number)
  - Enter “011” + “Country code” + “National prefix (if needed)” + (number)
  - Launch the Vtech Cordless Phone Suite software, click the **Options** tab, then check the box marked **Add international prefix and country code**. Then enter “National prefix (if needed)” + (number).

### Problems checking Net Status on handset

Check your Net Status when you first enter the menu (before scrolling). When you scroll, the highlight character (>) will follow your selection, no longer indicating your current Net Status.

You can also launch the Skype™ software to review or change your Net Status (click on the icon in the bottom left corner of the screen).

### Problems with conference calls using the handset

You must use Skype™ to start the conference call, then quickly press the **LIST/CALL** button to join the call using the cordless handset.

 **NOTE:** The term “base” above refers to the telephone base, not the charger provided with expansion handsets.

## In case of difficulty

### If you hear noise or interference during a call

- You may be out of range. Move the handset closer to the base.
- Appliances plugged into the same circuit as the base can cause interference. Try moving the appliance or base to another outlet.
- The layout of your home or office might be limiting the operating range. Try moving the base to another location, preferably on an upper floor.
- If the buttons don't work, try placing the handset in the base for at least 15 seconds.
- Disconnect the base from the modular jack and plug in a corded telephone. If calls are still not clear, the problem is probably in your wiring or local service. Call your local telephone service company.

### Phone does not ring

- If only Internet calls do not ring, make sure your computer is on, connected to the Internet, and all required software is running.
- Make sure the ringer for the non-ringing line is on (see page 15).
- Make sure the telephone line cord and AC adapter are plugged in properly (see page 5).
- Move the handset closer to the base.
- You might have too many extension phones on your telephone line to allow all of them to ring. Try unplugging some of them.

### Handset does not work


- If the error message "Not Registered" is displayed, return the handset to the base. If the error message remains after 60 seconds, you will have to manually re-register the handset (see next page).

### Intercom or call transfer does not work

- Intercom and call transfer features cannot be used when both Internet and standard telephone lines are in use. Try again when one line is free.

### Wrong date or time

- The telephone's date and time are taken from your PC. Make sure your PC is set to the correct time and date.





 **NOTE:** The term "base" above refers to the telephone base, not the charger provided with expansion handsets.

## In case of difficulty

### Manual handset registration

If the error message "Not Registered" is displayed, return the handset to the base. After 60 seconds the handset should beep to indicate that registration is completed.

If registration fails, follow the steps below to deregister and reregister your handset:

- 1 Select **MENU**.
- 2 Press  until "Registration" is displayed, then select **OK**.
- 3 Press  until "Deregister" is highlighted, then select **OK**.
- 4 Press  until affected handset is highlighted, then select **OK**.
- 5 At the "Deregister?" confirmation prompt, select **OK**.
- 6 Press and hold the **LOCATE HANDSET** button on the base for at least 5 seconds.
- 7 Select **MENU**.
- 8 Press  until "Registration" is highlighted, then select **OK**.
- 9 Select **OK** to display "Search Base," then wait a few seconds. If registration is successful, you will be prompted to enter a handset name.

If the "Not Registered" message is still displayed, call VTech Customer Support at the numbers listed on page 26.

 **NOTE:** The term "base" above refers to the telephone base, not the charger provided with expansion handsets.



## Care and maintenance

Your cordless telephone contains sensitive electronic parts, so it must be treated with care.

**Avoid rough treatment:** Place the handset down gently. Save the original packing materials to protect your telephone if you ever need to ship it.

**Avoid water:** Your telephone can be damaged if it gets wet. Do not use the handset outdoors in the rain, or handle it with wet hands. Do not install your base unit near a sink, bathtub or shower.

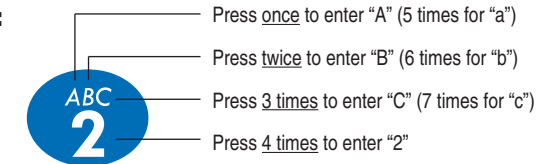
**Electrical storms:** Electrical storms can sometimes cause power surges harmful to electronic equipment. For your own safety, use caution when using electric appliances during storms.

**Cleaning your telephone:** Your telephone has a durable plastic casing that should retain its luster for many years. Clean it only with a soft cloth slightly dampened with water or a mild soap. Do not use excess water or cleaning solvents.

## Dial pad text entry

To enter text, press dial pad buttons once for the first letter, twice for the second, three times for the third, etc. See chart below for full character set.

### Example:



### Number of button presses

	1	2	3	4	5	6	7	8	9
<b>1</b>	space	&	'	,	.	1			
<b>2</b>	A	B	C	2	a	b	c		
<b>3</b>	D	E	F	3	d	e	f		
<b>4</b>	G	H	I	4	g	h	i		
<b>5</b>	J	K	L	5	j	k	l		
<b>6</b>	M	N	O	6	m	n	o		
<b>7</b>	P	Q	R	S	7	p	q	r	s
<b>8</b>	T	U	V	8	t	u	v		
<b>9</b>	W	X	Y	Z	9	w	x	y	z
<b>0</b>	0								

- Press **CLEAR** to delete letters if you make a mistake.
- Press and hold **CLEAR** to delete all letters and start over.

## Important safety instructions

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury, including the following:

- 1 Read and understand all instructions.
- 2 Follow all warnings and instructions marked on the product.
- 3 Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
- 4 Do not use this product near water (for example, near a bath tub, kitchen sink or swimming pool).
- 5 Do not place this product on an unstable surface, such as a table, shelf, or stand. The product may fall, causing serious damage.
- 6 Slots and openings in the back or bottom of the base unit and handset are provided for ventilation. To help prevent overheating, do not place the product on a soft surface such as a bed, sofa or rug. This product should never be placed near or over a radiator or heat register. This product should not be placed in any area where proper ventilation is not provided.
- 7 This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply in your home, consult your dealer or local power company.
- 8 Do not allow anything to rest on the power cord. Do not install this product where the cord may be stepped on or tripped over.
- 9 Never push objects of any kind into this product through slots in the base or handset as they may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.
- 10 To reduce the risk of electric shock, do not disassemble this product. It should be opened only by technicians at an authorized service facility. Opening or removing parts of the base or handset other than specified access doors may expose you to dangerous voltages or other risks. Improper reassembly can cause electric shock when the product is subsequently used.
- 11 Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.

## Important safety instructions

- 12 Unplug this product from the wall outlet and refer servicing to an authorized service facility under the following conditions:
  - When the power supply cord or plug is damaged or frayed.
  - If liquid has been spilled onto the product.
  - If the product has been exposed to rain or water.
  - If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions, as improper adjustment of other controls may result in damage and often requires extensive work by an authorized technician to restore the product to normal operation.
  - If the product has been dropped and the base and/or handset has been damaged.
  - If the product exhibits a distinct change in performance.
- 13 Avoid using a telephone (other than cordless) during an electrical storm. There may be a remote risk of electric shock from lightning.
- 14 Do not use the telephone to report a gas leak in the vicinity of the leak.



**WARNING:** Put the handset of your telephone next to your ear only when it is in normal talk mode (off-hook). There is a potential risk of hearing damage or loss if the telephone were to ring while the handset is next to your ear.



**WARNING:** Remember that electrical appliances can cause serious injury if used when you are wet or standing in water. If your base unit should fall into water, **DO NOT RETRIEVE IT UNTIL YOU UNPLUG THE POWER CORD AND TELEPHONE LINE CORDS FROM THE WALL.** Then pull the unit out by the unplugged cords.

## Warranty

### What does this limited warranty cover?

The manufacturer of this VTECH product, VTECH Communications, warrants to the holder of a valid proof of purchase (“Consumer” or “you”) that the product and all accessories provided by VTECH in the sales package (“Product”) are free from material defects in material and workmanship, pursuant to the following terms and conditions, when installed and used normally and in accordance with operation instructions. This limited warranty extends only to the Consumer for Products purchased and used in the United States of America.

### What will VTECH Communications do if the Product is not free from material defects in materials and workmanship during the limited warranty period (“Materially Defective Product”)?

During the limited warranty period, VTECH’s authorized service representative will repair or replace at VTECH’s option, without charge, a Materially Defective Product. If we repair this product, we may use new or refurbished replacement parts. If we choose to replace this product, we may replace it with a new or refurbished product of the same or similar design. VTECH will return repaired or replacement products to you in working condition. VTECH will retain defective parts, modules, or equipment. Repair or replacement of Product, at VTECH’s option, is your exclusive remedy. You should expect the repair or replacement to take approximately 30 days.

### How long is the limited warranty period?

The limited warranty period for the product extends for ONE (1) YEAR from the date of purchase if we repair or replace a Materially Defective Product under the terms of this limited warranty. This limited warranty also applies to repaired or replacement Products for a period of either (a) 90 days from the date the repaired or replacement Product is shipped to you or (b) the time remaining on the original one-year warranty, whichever is longer.

### What is not covered by this limited warranty?

This limited warranty does not cover:

- 1 Product that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, inundation, fire, water or other liquid intrusion; or
- 2 Product that has been damaged due to repair, alteration or modification by anyone other than an authorized service representative of VTECH; or
- 3 Product to the extent that the problem experienced is caused by signal conditions, network reliability or cable or antenna systems; or
- 4 Product to the extent that the problem is caused by use with non-VTECH electrical accessories; or
- 5 Product whose warranty/quality stickers, Product serial numbers plates or electronic serial numbers have been removed, altered or rendered illegible; or
- 6 Product purchased, used, serviced, or shipped for repair from outside the United States, or used for commercial or institutional purposes (including but not limited to Products used for rental purposes); or
- 7 Product returned without valid proof of purchase (see 2 below); or
- 8 Charges for installation or set up, adjustment of customer controls, and installation or repair of systems outside the unit.

### How do you get warranty service?

- To obtain warranty service in the United States of America, call 1-800-595-9511 for instructions regarding where to return the Product. Before calling for service, please check the user’s manual. A check of the Product controls and features may save you a service call.
- Except as provided by applicable law, you assume the risk of loss or damage during transit and transportation and are responsible for delivery or handling charges incurred in the transport of Product(s) to

## Warranty

the service location. VTECH will return repaired or replaced product under this limited warranty to you, transportation, delivery or handling charges prepaid. VTECH assumes no risk for damage or loss of the Product in transit.

- If the Product failure is not covered by this limited warranty, or proof of purchase does not meet the terms of this limited warranty, VTECH will notify you and will request that you authorize the cost of repair and return shipping costs for the repair of Products that are not covered by this limited warranty.

### What must you return with the Product to get warranty service?

- 1 Return the entire original package and contents including the Product to the VTECH service location along with a description of the malfunction or difficulty;
- 2 Include “valid proof of purchase” (sales receipt) identifying the Product purchased (Product model) and the date of purchase or receipt; and
- 3 Provide your name, complete and correct mailing address, and telephone number.

### Other Limitations

- This warranty is the complete and exclusive agreement between you and VTECH. It supersedes all other written or oral communications related to this Product. VTECH provides no other warranties for this product. The warranty exclusively describes all of VTECH’s responsibilities regarding the product.

There are no other express warranties. No one is authorized to make modifications to this limited warranty and you should not rely on any such modification.

**State Law Rights:** This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

**Limitations:** Implied warranties, including those of fitness for a particular purpose and merchantability (an unwritten warranty that the product is fit for ordinary use) are limited to one year from date of purchase. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

- In no event shall VTECH be liable for any indirect, special, incidental, consequential, or similar damages (including, but not limited to lost profits or revenue, inability to use the product, or other associated equipment, the cost of substitute equipment, and claims by third parties) resulting from the use of this product, some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

## FCC, ACTA and IC regulations

This equipment complies with Parts 15 of the Federal Communications Commission (FCC) rules for the United States. It also complies with regulations RSS210 and CS-03 of Industry and Science Canada. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

A label is located on the underside of the Base Unit containing either the FCC registration number and Ringer Equivalence Number (REN) or the IC registration number and Load Number. You must, upon request, provide this information to your local telephone company.

This equipment is compatible with inductively coupled hearing aids.

Should you experience trouble with this telephone equipment, please contact:

VTech Communications Inc. CUSTOMER SERVICE at 1-800-595-9511. In Canada, call VTech Telecommunications Canada Ltd. at 1-800-267-7377 for repair/warranty information. The telephone company may ask you to disconnect this equipment from the line network until the problem has been corrected.

### FCC Part 15

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

The equipment has been tested and found to comply with part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try and correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

### FCC and ACTA Information

If this equipment was approved for connection to the telephone network prior to July 23, 2001, it complies with Part 68 of the Federal Communications Commission (FCC) rules. If the equipment was approved after that date, it complies with the Part 68 rules and with Technical Requirements for Connection of Equipment to the Telephone Network adopted by the Administrative Council for Terminal Attachments (ACTA). We are required to provide you with the following information.

#### 1. Product identifier and REN information

The label on the back or bottom of this equipment contains, among other things, an identifier indicating product approval and the Ringer Equivalence Number (REN). This information must be provided to your local telephone company upon request. For equipment approved prior to July 23, 2001, the product identifier is preceded by the phrase "FCC Reg No." and the REN is listed separately. For equipment approved after that date, the product identifier is preceded by "US" and a colon (:), and the REN is encoded in the product identifier without a decimal point as the sixth and seventh characters following the colon. For example, the product identifier US:AAAEQ03T123XYZ would indicate a REN of 0.3.

The REN is used to determine how many devices you may connect to your telephone line and still have them ring when you are called. In most, but not all areas, the sum of all RENs should be five (5.0) or less. For more information, please contact your local telephone company.

## FCC, ACTA and IC regulations

### 2. Connection and use with the nationwide telephone network

The plug and jack used to connect this equipment to the premises wiring and the telephone network must comply with the applicable Part 68 rules and technical requirements adopted by ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. An RJ11 jack should normally be used for connecting to a single line and an RJ14 jack for two lines. See Installation Instructions in this user's manual. This equipment may not be used with Coin Telephone Lines or with Party Lines. [Connection to Party Line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.] If you have specially wired alarm dialing equipment connected to your telephone line, ensure the connection of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

### 3. Repair instructions

If this equipment is malfunctioning, it must be unplugged from the modular jack until the problem has been corrected. Repairs to this telephone equipment can only be made by the manufacturer or its authorized agents. For repair procedures, follow the instructions outlined under the Limited Warranty.

### 4. Rights of the telephone company

If this equipment is causing harm to the telephone network, the telephone company may temporarily discontinue your telephone service. The telephone company is required to notify you before interrupting service. If advance notice is not practical, you will be notified as soon as possible. You will be given the opportunity to correct the problem and the telephone company is required to inform you of your right to file a complaint with the FCC. Your telephone company may make changes in its facilities, equipment, operation, or procedures that could affect the proper functioning of this product. The telephone company is required to notify you if such changes are planned.

### 5. Hearing aid compatibility

If this product is equipped with a corded or cordless handset, it is hearing aid compatible.

### 6. Programming/testing of emergency numbers

If this product has memory dialing locations, you may choose to store police, fire department and emergency medical service telephone numbers in these locations. If you do, please keep three things in mind:

a. We recommend that you also write the telephone number on the directory card, so that you can still dial the emergency number manually if the memory dialing feature doesn't work.

b. This feature is provided only as a convenience, and the manufacturer assumes no responsibility for customer reliance upon the memory feature.

c. Testing the emergency telephone numbers you have stored is not recommended. However, if you do make a call to an emergency number:

- You must remain on the line and briefly explain the reason for the call before hanging up.

- Programming/testing of emergency numbers should be performed during off-peak hours, such as in the early morning or late evening, when the emergency services tend to be less busy.

### 7. Electrical safety advisory

It is advisable to install a safety approved AC surge arrester in the AC outlet to which this device is connected. This is to avoid equipment damage by local lightning strikes or other electrical surges.

## FCC, ACTA and IC regulations

### IC (Industry Canada)

This telephone is registered for use in Canada.

The term “IC:” before the radio certification number only signifies that Industry Canada technical specifications were met.

**Notice:** This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

**Notice:** The Ringer Equivalence Number (REN) for this terminal equipment is 0.7. The REN assigned to each terminal equipment provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed five.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of services in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the Supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

**Caution:** Users should not attempt to make such connections themselves, but should contact the appropriate electrical inspection authority or electrician as appropriate.

Your Cordless Phone is designed to operate at the maximum power allowed by the FCC and IC. This means your Handset and Base Unit can communicate only over a certain distance — which will depend on the location of the base unit and handset, weather, and the construction and layout of your home or office.

## Technical specifications

RF Frequency Band (Handset to Base)	2400 MHz — 2483 MHz
RF Frequency Band (Base to Handset)	2400 MHz — 2483 MHz
Channels	47
Channel Spacing	1728 KHz
Output Power	20 dBm
Sensitivity	-91 dBm
Modulation	GFSK (20dB BW < 1728 kHz)
Operating Temperature	32°F — 122°F 0°C — 50°C
Base Unit Voltage (AC Voltage, 60Hz)	96 — 144 Vrms
Base Unit Voltage (AC Adapter Output)	7 Vdc @500 mA (nominal)
Handset Voltage	2.4 Vdc @750 mAh (nominal)
Approximate Talk Time	8 hours
Approximate Standby Time	4 days

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